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NEXT REPORT BY THE DIRECTOR OF CONSUMER AFFAIR'S EXTENDED TO JUNE 30, 2017

[CLICK HERE FOR THE DIRECTOR OF CONSUMER AFFAIR'S INTERIM REPORT DATED APRIL 23, 2018](#)

NEXT REPORT BY THE DIRECTOR OF CONSUMER AFFAIR'S EXTENDED TO JULY 30, 2018

NEXT REPORT BY THE DIRECTOR OF CONSUMER AFFAIR'S EXTENDED TO AUGUST 30, 2018 NEXT

REPORT BY THE DIRECTOR OF CONSUMER AFFAIR'S EXTENDED TO NOVEMBER 15, 2018

[CLICK HERE FOR THE DIRECTOR OF CONSUMER AFFAIR'S REPORT DATED DECEMBER 14, 2018](#)



Brian J. Stiger  
Director

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## COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

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Members of the Board

Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

*"To Enrich Lives Through Effective and Caring Service"*

December 28, 2017

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM:   
Brian J. Stiger  
Director, Department of Consumer and Business Affairs

SUBJECT: **REQUEST FOR AN EXTENSION ON THE COUNTYWIDE IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT (ITEM NO. 11, AGENDA OF APRIL 11, 2017)**

On April 11, 2017, your Board adopted a motion co-authored by Supervisors Hilda Solis and Sheila Kuehl directing the Immigrant Protection and Advancement Taskforce (IPAA) to develop and present a Countywide Immigrant Protection and Advancement Strategy Report (report) to your Board by December 31, 2017.

The report will include an assessment of the services the Los Angeles County provides to immigrants and their families, opportunities to enhance outreach and wrap-around service delivery, and recommendations and performance metrics for specified County departments. The IPAA respectfully requests that your Board grant an extension to submit an interim report by March 30, 2018 and the final report by June 30, 2017.

Due to unexpected procedural issues, the IPAA was unable to meet until October 25, 2017. At this meeting and a subsequent meeting held on November 29, 2017, the IPAA members agreed upon a strategy to develop, complete, and submit the report to your Board by June 30, 2018.

Your Board's approval of this extension request will allow sufficient time for the IPAA to complete its work.

If you have questions or need additional information, please contact Rigo Reyes, IPAA Chair, at (323) 881-7093 or via email at [rreyes@dcba.lacounty.gov](mailto:rreyes@dcba.lacounty.gov).



Brian J. Stiger  
Director

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## COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

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Members of the Board

Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

*"To Enrich Lives Through Effective and Caring Service"*

April 23, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM: Brian J. Stiger  
Director, Department of Consumer and Business Affairs

SUBJECT: **IMMIGRANT PROTECTION AND ADVANCEMENT TASKFORCE-  
INTERIM IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY  
REPORT (ITEM NO. 11, AGENDA OF APRIL 11, 2017)**

On April 11, 2017, your Board passed a motion co-authored by Supervisors Solis and Chair Kuehl directing the Immigrant Protection and Advancement Taskforce (IPAA) to develop and submit to your Board a Countywide Immigrant Protection and Advancement Strategy Report by December 31, 2017. You asked that the report include an assessment of the services the County of Los Angeles (County) provides to immigrant residents and their families. You also asked that the report include recommendations on how the County departments can extend outreach and enhance wrap-around service delivery for all immigrants and their families.

Due to unforeseen procedural issues, the IPAA Taskforce was unable to meet until October 25, 2017. At this meeting and at a subsequent meeting held on November 29, 2017, the IPAA Taskforce agreed on a strategy to develop and submit the report to your Board. In order to have sufficient time to develop and submit the report, the IPAA Taskforce requested an extension to submit an interim report by March 30, 2018 and the final report by June 30, 2018. Your Board kindly granted the request.

This interim report summarizes the work the IPAA Taskforce has completed thus far, specifies the items that are still pending, and a timeline to complete the report.

**I. ITEMS COMPLETED:**

1. Interviewed nearly 75 expert stakeholders representing various County Departments and community based organizations (CBOs) to solicit their input, expertise and recommendations for the report including the following:
  - Legal service providers
  - Health care organizations
  - Academia
  - Philanthropic organizations
  - Consumer protection agencies
  - Justice equity agencies
  - Community-based organizations
2. Received and compiled more than 30 recommendations from the stakeholder interviews to further protect the rights and advance the interests of all immigrants and their families. While some of the recommendations are department specific, several have countywide application, including:
  - Enhance health care equity for all immigrants and their families. Includes training County medical personnel on providing culturally and linguistically competent services; reviewing the Whole Person Care Program for opportunities to include services for immigrants; and conducting targeted outreach and education for the My Health LA program so that more immigrant residents learn about and access its services.
  - Evaluate the Los Angeles Justice Fund to determine its effectiveness in providing legal representation for immigrants facing risk of deportation, identify opportunities to improve it, and make appropriate recommendations.
  - Strengthen interdepartmental partnerships to enhance service integration and delivery.
  - Improve immigration status data collection, storage and sharing.
  - Conduct linguistically and culturally effective consumer education and outreach to educate immigrant consumers how to identify, prevent and report consumer fraud and issues.
  - Assess services for implicit biases against immigrants and implement strategies to correct deficiencies.
  - Collect and analyze data to identify the most pressing issues facing immigrants and their families.



- Place greater emphasis on County hiring practices to recruit and retain a workforce that is more responsive to serving all immigrant residents.
- Develop and implement strategies to ensure that the County accurately counts all its immigrant residents in the 2020 Census to reflect the County's actual population.
- Promote employment opportunities and education attainment for immigrants through increased foreign license validation, skills training, and job placement.
- Encourage entrepreneurship and support the growth of small businesses by providing technical assistance, access to capital, and opportunities to contract with the County.
- Adopt habit-forming models for outreach and education as opposed to the traditional one-time engagement model.

## II. PENDING ITEMS:

1. **By April 30, 2018:** Present a draft of the report to the IPAA Taskforce for their review and feedback.
2. **By May 18, 2018:** Conduct five live chats and in-person meetings with members of the public representing various immigrant communities (i.e., Latino, Chinese, Cambodian, Pilipino, Armenian) to solicit their input and recommendations for the report.
3. **By May 18, 2018:** Conduct a final review of the report with appropriate stakeholders for final input and feedback.
4. **By June 15, 2018:** Submit the final report to the Board of Supervisors.

The IPAA Taskforce is on track to complete and submit its final report to your Board by the June 30, 2018 deadline. In the interim, please contact Rigo Reyes, IPAA Chair, at (323) 881-7093 or via email at [reyes@dcba.lacounty.gov](mailto:reyes@dcba.lacounty.gov) if you have any questions or need additional information,



LOS ANGELES COUNTY  
**CONSUMER &  
BUSINESS AFFAIRS**

Joseph M. Nicchitta  
Interim Director

Los Angeles County  
Board of Supervisors  
Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

July 2, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta, Interim Director  
Department of Consumer and Business Affairs

SUBJECT: **REQUEST FOR 30-DAY EXTENSION ON THE COUNTYWIDE  
IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT  
(ITEM NO. 11, AGENDA OF APRIL 11, 2017)**

On April 11, 2017, your Board adopted a motion co-authored by Supervisors Hilda Solis and Sheila Kuehl directing the Immigrant Protection and Advancement Taskforce (IPAA Taskforce) to develop and present a Countywide Immigrant Protection and Advancement Strategy Report (Report) due to your Board by June 30, 2018.

The Report is to include an assessment of the services the County provides to immigrants and their families, opportunities to enhance outreach and wrap-around service delivery, and recommendations and performance metrics for specified County departments.

The IPAA Taskforce respectfully requests that your Board grant it a 30-day extension to submit the Report by July 30, 2018. Your approval of this extension request will allow sufficient time for the IPAA Taskforce to complete and submit the Report to your Board.

If you have questions or need additional information, please contact me at (213) 974-9750 or via email at [jnicchitta@dcba.lacounty.gov](mailto:jnicchitta@dcba.lacounty.gov), Rigo Reyes, IPAA Chair, at (323) 881-7093 or via email at [rreyes@dcba.lacounty.gov](mailto:rreyes@dcba.lacounty.gov).

JMN:RC  
RR:rld







LOS ANGELES COUNTY  
**CONSUMER &  
BUSINESS AFFAIRS**

Joseph M. Nicchitta  
Interim Director

Los Angeles County  
Board of Supervisors  
Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

July 30, 2018

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM:   
Joseph M. Nicchitta, Interim Director  
Department of Consumer and Business Affairs

SUBJECT: **REQUEST FOR 30-DAY EXTENSION ON THE COUNTYWIDE  
IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT  
(ITEM NO. 11, AGENDA OF APRIL 11, 2017)**

On April 11, 2017, your Board adopted a motion co-authored by Supervisors Hilda Solis and Sheila Kuehl directing the Immigrant Protection and Advancement Taskforce (IPAA Taskforce) to develop and present a Countywide Immigrant Protection and Advancement Strategy Report (Report) due to your Board by July 30, 2018.

The Report is to include an assessment of the services the County provides to immigrants and their families, opportunities to enhance outreach and wrap-around service delivery, and recommendations and performance metrics for impacted County departments.

The IPAA Taskforce respectfully requests that your Board grant it a 30-day extension to submit the Report by August 30, 2018. Your approval of this request will allow sufficient time for the IPAA Taskforce to complete a review of the recommendations with the impacted departments and include their feedback in the report.

If you have questions or need more information, please contact me at (213) 974-9750 or [jnicchitta@dcba.lacounty.gov](mailto:jnicchitta@dcba.lacounty.gov), or Rigo Reyes, IPAA Chair, at (323) 881-7093 or [rreyes@dcba.lacounty.gov](mailto:rreyes@dcba.lacounty.gov).

JMN:RC  
RR:rld





BOARD OF SUPERVISORS

Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

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## COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

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*"To Enrich Lives Through Effective and Caring Service"*

October 9, 2018



Joseph M. Nicchitta  
Director

Joel Ayala  
Chief Deputy

Rafael Carbajal  
Chief Deputy

To: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

From:  Joseph M. Nicchitta  
Director, Department of Consumer and Business Affairs

### REQUEST FOR EXTENSION ON THE COUNTYWIDE IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT (ITEM NO. 11, AGENDA OF APRIL 11, 2017)

On April 11, 2017, your Board adopted a motion co-authored by Supervisors Hilda Solis and Chair Sheila Kuehl directing the Immigrant Protection and Advancement Taskforce (IPAA Taskforce) to develop and present a Countywide Immigrant Protection and Advancement Strategy Report (Report) due to your Board by July 30, 2018.

The Report is to include an assessment of the services the County provides to immigrants and their families; opportunities to enhance services, outreach and delivery; and specific recommendations and performance metrics for impacted County departments.

Our Office of Immigrant Affairs drafted and presented the Report to individual IPAA Taskforce members, and the full IPAA Taskforce subsequently reviewed the Report at their last meeting on September 26, 2018. At this meeting, the IPAA Taskforce voted to make minor edits to the Report and to meet one more time on October 31, 2018, to review and approve the final Report for submission to your Board.

As a result, the IPAA Taskforce respectfully requests that your Board grant them an extension to submit the Report by November 15, 2018.

If you have questions or need additional information, please contact me at (213) 974-9750 or [jnicchitta@dcba.lacounty.gov](mailto:jnicchitta@dcba.lacounty.gov), or Rigo Reyes, IPAA Chair, at (323) 881-7093 or [rreyes@dcba.lacounty.gov](mailto:rreyes@dcba.lacounty.gov).

JMN:RC  
RR:rld





BOARD OF SUPERVISORS

Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

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## COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

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*"To Enrich Lives Through Effective and Caring Service"*

November 16, 2018



Joseph M. Nicchitta  
Director

Joel Ayala  
Chief Deputy

Rafael Carbajal  
Chief Deputy

TO: Supervisor Sheila Kuehl, Chair  
Supervisor Hilda Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Janice Hahn  
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta  
Director, Consumer and Business Affairs

### **REQUEST FOR 30-DAY EXTENSION ON THE COUNTYWIDE IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT (ITEM NO. 11, AGENDA OF APRIL 11, 2017)**

On April 11, 2017, your Board adopted a motion co-authored by Supervisors Hilda Solis and Chair, Sheila Kuehl, directing the Immigrant Protection and Advancement Taskforce (IPAA Taskforce) to develop and present a Countywide Immigrant Protection and Advancement Strategy Report (Report) due to your Board by July 30, 2018.

The Report is to include an assessment of the services the County provides to immigrants and their families; opportunities to enhance services, outreach and delivery; and specific recommendations and performance metrics for impacted County departments.

Our Office of Immigrant Affairs has drafted and presented the Report to individual IPAA Taskforce members and to the full IPAA Taskforce at their meetings on October 31 and November 14, 2018. At these two meetings, the IPAA Taskforce voted to ask your Board for an additional 30-day extension to submit the Report to allow them enough time to have their respective department heads review and sign off on the Report.

As a result, the IPAA Taskforce respectfully requests that your Board grant them an extension to submit the Report by December 15, 2018.

If you have questions or need additional information, please contact me at (213) 974-9750 or [jnicchitta@dcba.lacounty.gov](mailto:jnicchitta@dcba.lacounty.gov), or Rigo Reyes, IPAA Taskforce Chair, at (323) 881-7093 or [rreyes@dcba.lacounty.gov](mailto:rreyes@dcba.lacounty.gov).

JMN:RC  
RR:rld



BOARD OF SUPERVISORS

Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

---

## COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

---

*"To Enrich Lives Through Effective and Caring Service"*



Joseph M. Nicchitta  
Director

Joel Ayala  
Chief Deputy

Rafael Carbajal  
Chief Deputy

December 14, 2018

TO: Supervisor Janice Hahn, Chair  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta, Director   
Department of Consumer and Business Affairs

### COUNTYWIDE IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT – ITEM NO. 11, APRIL 11, 2017 AGENDA

On April 11, 2017, your Board adopted a motion, co-authored by Supervisors Hilda Solis and Sheila Kuehl, directing the Immigrant Protection and Advancement Taskforce (IPAA) to work with the Office of Immigrant Affairs (OIA) within the Department of Consumer and Business Affairs to create a Countywide Immigrant Protection and Advancement Strategy Report (Report) with recommendations to bolster how the County serves all immigrants and their families who have made the County their home.

Comprised of 27 County departments that provide vital services to County residents, plus five Board appointees representing the legal, labor, political, and business communities, IPAA worked with OIA for over a year to create the enclosed Report. In the Report, the IPAA offers more than 75 recommendations to enhance how the County serves its immigrant residents and their families. Organized in the following four categories, the recommendations are the result of interviews with more than 75 expert County and external partners who work with immigrants and their families.

- **Promote Greater Justice Equity** by enhancing access to legal representation, providing rapid response strategies to emerging issues, increasing awareness of hate crimes and other crimes affecting immigrants, and promoting strategic immigrant consumer protection.
- **Provide Wrap-Around Countywide Services** by enhancing the County workforce's knowledge of all County services, strengthening the County's cultural awareness and language capacity, expanding flexible service hours, and increasing mobile service delivery.

- **Promote Economic Advancement** by pursuing public and philanthropic funds and resources to support individuals, families and communities; validating foreign professional licenses; advocating for trade skills training and English proficiency; providing habit-forming mentorships for students and parents; expanding financial education for parents and children; and supporting small business entrepreneurship.
- **Conduct More Strategic Outreach, Education and Civic Engagement** by cataloging and leveraging existing countywide outreach and education activities; creating and disseminating standardized countywide messaging in a linguistically and culturally sensitive manner; partnering with academia and strategic partners to create ongoing client-needs surveys, performance metrics, and findings reports; embracing technology-based translation and interpretation services; and promoting volunteerism and civic engagement by creating an *LAC4U Citizens Academy* for residents to learn about and promote County services.

If you have any questions or need additional information, please contact me at (213) 974-9750 or via email at [jnicchitta@dcba.lacounty.gov](mailto:jnicchitta@dcba.lacounty.gov), or Rigo Reyes, Executive Director of the Office of Immigrant Affairs at (213) 974-9758 or via email at [rreyes@DCBA.lacounty.gov](mailto:rreyes@DCBA.lacounty.gov)

JMN:RC  
RR:rlid

c: Executive Office, Board of Supervisors  
Chief Executive Office  
All Departments





DECEMBER 15, 2018

COUNTY OF LOS ANGELES  
IMMIGRANT PROTECTION &  
ADVANCEMENT TASKFORCE

# IMMIGRANT PROTECTION AND ADVANCEMENT STRATEGY REPORT



LOS ANGELES COUNTY  
**CONSUMER &  
BUSINESS AFFAIRS**



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# TABLE OF CONTENTS

EXECUTIVE SUMMARY .....	1
-------------------------	---

RECOMMENDATIONS: .....	3
------------------------	---

## 1.0 JUSTICE EQUITY:

Immigration Legal Representation:.....	3
Immigrant Children and Families Separation:.....	6
Hate Crimes Against Immigrants:.....	8
Public Safety in Immigrant Communities:.....	11
Immigrant Consumer Fraud Prevention:.....	15

## 2.0 INTEGRATED AND RESPONSIVE COUNTY SERVICES:

Client Needs Surveys:.....	18
Language Capacity: .....	18
Live Video Language Translation:.....	18
County Services Academy: .....	18
Mobile Services and Flexible Hours: .....	18
LAC4U Residents Academy: .....	19
Office of Immigrant Affairs: One-Stop Home for Immigrants: .....	19

## 3.0 ECONOMIC ADVANCEMENT:

Public Charge: .....	20
2020 Census and Immigrants:.....	23
Home Ownership and Preservation:.....	25
Homelessness Prevention and Financial Empowerment:.....	29
Immigrant Homeless Count and Outreach: .....	30

County of Los Angeles Strategy Report  
IMMIGRANT PROTECTION & ADVANCEMENT

Rent Stabilization: .....	30
Minimum Wage Enforcement: .....	30
Financial Education: .....	30
Know Your County Services: .....	30
Professional Licenses for Undocumented Immigrants: .....	30
Partnerships with Adult Education Institutions: .....	31
Job Skills Development and Career Advancement: .....	31
Child Support Payment and Collection: .....	31
Community Re-entry: .....	31
Small Business Development: .....	32
Immigrant-Business and County Contracting: .....	34
Sidewalk Vending: .....	34

#### 4.0 OUTREACH, EDUCATION AND CIVIC ENGAGEMENT:

Outreach and Education: .....	36
Needs Assessment Surveys and Reports: .....	36
Integrated County Services Delivery: .....	36
“Know Your County Services” Fairs .....	36
Victim Assistance Workshops .....	36
County Speakers Bureau: .....	37
Linguistically and Culturally Appropriate Educational Materials: .....	37
Path2Citizenship Program: .....	37
Targeted Outreach and Education: .....	37
Partnerships with Consulates: .....	38



## EXECUTIVE SUMMARY

The County of Los Angeles (County) is a family of immigrants who come from all corners of the world. Immigrants and their families play a central role in all aspects of County life: economic, social, political, cultural. For example, County residents born abroad:

- Are more than 35 percent of the County's 10 million population.
- Have strong roots in every County community, with more than 80 percent having lived in the County for more than a decade.
- Contribute \$233 billion or 36 percent to the County's total \$653 billion GDP.
- Are parents to nearly 60 percent of all County-born children.
- Own 51.5 percent of the County's small businesses.
- Make more than 43 percent of the employed labor force.

The County's Board of Supervisors (Board) values the essential contributions that immigrants and their families provide to the County. Likewise, the Board understands that championing the wellbeing of its immigrant residents is vital to the success of the entire County family. Therefore, in April 2017, the Board created the Immigrant Protection and Advancement Taskforce (IPAA) to bring together public and private stakeholders to develop and implement a broad vision that supports the success of all County immigrant residents and their families. To accomplish this, the Board directed IPAA to work with the Office of Immigrant Affairs (OIA), housed in the Department of Consumer and Business Affairs, to develop and submit to the Board a Countywide Immigrant Protection and Advancement Strategy Report (Report) with recommendations that bolster how the County serves all immigrants and their families who have made the County their home.

Comprised of 27 County departments that provide vital services to County residents, plus five Board appointees representing the legal, labor, political, and business communities, IPAA worked with OIA for over a year to create this Report that identifies more than 75 recommendations for the County to enhance how it serves its immigrant residents and their families. Organized in the following four categories, these recommendations are the result of interviews with more than 75 County and external partners who work closely with immigrants and their families.

- **Promote Greater Justice Equity** by enhancing access to legal representation, providing rapid response strategies to emerging issues, increasing awareness of hate crimes and other crimes affecting immigrants, and promoting strategic immigrant consumer protection.
- **Provide Wrap-Around Countywide Services** by enhancing the County's workforce knowledge of all County services, strengthening

County of Los Angeles Strategy Report  
**IMMIGRANT PROTECTION & ADVANCEMENT**

the County's cultural awareness and language capacity, expanding flexible service hours, and increasing mobile service delivery.

- **Promote Economic Advancement** by pursuing public and philanthropic funds and resources to support individuals, families and communities; validating foreign professional licenses; advocating for trade skills training and English proficiency; providing habit-forming mentorships for students and parents; expanding financial education for parents and children; and supporting small business entrepreneurship.
- **Conduct More Strategic Outreach, Education and Civic Engagement** by cataloging and leveraging existing countywide outreach and education activities; creating and disseminating standardized countywide messaging in a linguistically and culturally sensitive manner; partnering with academia and strategic partners to create ongoing client-needs surveys, performance metrics, and findings reports; embracing technology-based translation and interpretation services; and promoting volunteerism and civic engagement by creating an LAC4U Citizens Academy for residents to learn about and promote County services.

IPAA believes that implementation of these recommendations will reinforce the County's historical deep commitment to uplift all its residents, irrespective of their immigration status. Please consider them.

Sincerely,

A handwritten signature in black ink, appearing to read "Rigo Reyes".

Rigo Reyes  
Chair, IPAA



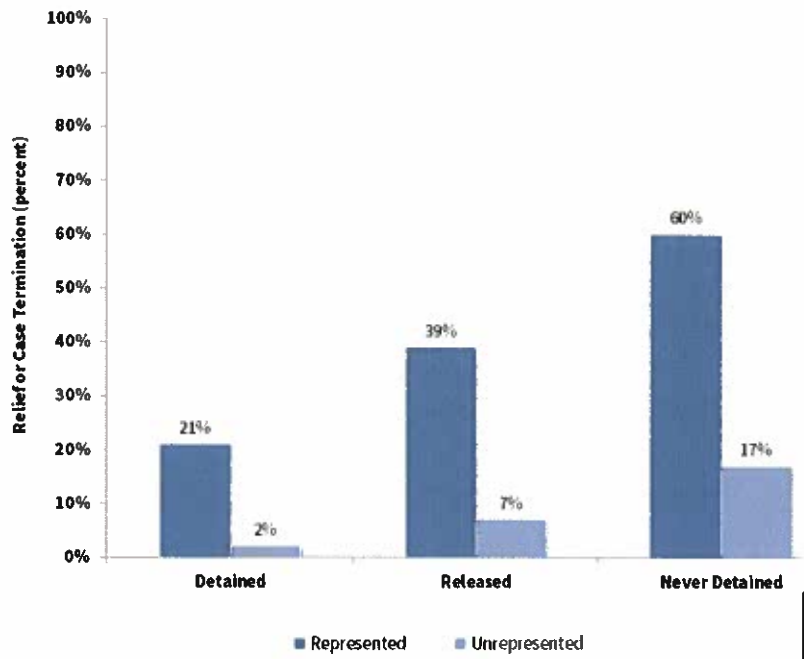
## 1.0 - JUSTICE EQUITY: IMMIGRATION LEGAL REPRESENTATION

The 6<sup>th</sup> Amendment of the U.S. Constitution provides people facing criminal prosecution with the right to be defended by a free government-appointed attorney if they cannot afford one. But immigrants facing removal from the country are not afforded this right.

Lack of legal immigration representation has a decisive impact on the outcome of a case that severely affect the defendant and his or her family.

**A 2016 study by the American Immigration Council** that used data from over 1.2 million deportation cases decided between 2007 and 2012 revealed that<sup>1</sup>:

- Immigrants who get legal representation are four times more likely to be released on bond or other conditions.
- Immigrants represented by an attorney are twenty times more likely to get immigration relief than immigrants without an attorney.
- Nationally, fewer than four of every 10 immigrants get legal representation.
- Immigrants in detention were the least likely to obtain representation, with only 14 percent getting legal counsel. Among detained immigrants, those with representation were twice as likely as unrepresented immigrants to obtain immigration relief.
- Immigrants of different nationalities had very different detention and representation rates. Mexican immigrants had the highest detention rate (78%) and the lowest representation rate (21%) of all nationalities reviewed. This is particularly significant to the County of Los Angeles (County) as a majority of undocumented immigrant living in the County are Mexican.



Undeniably, access to free legal representation for immigrants facing removal proceedings and who cannot afford an attorney dramatically increases their odds to be

<sup>1</sup> Ingrid Eagly, Esq. and Steven Shafer, Esq., *Access to Counsel in Immigration Court*, September 2016



released from detention and obtain immigration relief. This is important for at least two reasons. First, releasing detained immigrants while they await the outcome of their cases allows them to reunite with and provide financial and emotional support for their families. Secondly, releasing immigrants from detention saves the government money. In the **FY 2018 Federal Budget**, Congress allocated \$2.7 billion to maintain a population of more than 51,000 immigrants in detention. This represents a \$900 million increase over the FY 2017 budget that funded 34,000 detention beds<sup>2</sup>.

## ■ LOS ANGELES COUNTY SOLUTION: LOS ANGELES JUSTICE FUND

In December 2016, the Board of Supervisors (Board) joined a public-private effort with the City of Los Angeles and the philanthropic community to create the LA Justice Fund (LAJF) to provide legal representation to County immigrant residents at risk of removal and who cannot afford an attorney. The Board's mission for the LAJF was to "ensure that County communities and families are not devastated and torn apart by aggressive immigration enforcement without access to due process through legal representation."

In July 2017, the County entered into an Agreement with the California Community Foundation (CCF) for CCF to serve as a third-party administrator for the LAJF. In November 2017, CCF awarded grants to 16 Legal Service Providers (LSPs) to provide direct immigration legal services to eligible County immigrant residents. The LAJF Agreement establishes eligibility criteria, strong data collection and reporting requirements, and evaluates performance.

**Eligibility for LAJF Representation:** To be eligible for County-funded LAJF representation, clients have to:

1. Be residents of Los Angeles County,
2. Be at risk of removal,
3. Meet income requirements, and
4. Not have been convicted of a violent felony, as defined [PC 667.5(c)].
5. Children and guardians separated at the U.S. southern border due to the Trump Administration's zero-tolerance policy are also eligible if the children, or their parents, or their sponsors are in Los Angeles County.

## ■ LAJF ENHANCEMENT RECOMMENDATIONS:

CCF is required to submit LAJF quarterly reports and an annual evaluation report to the County. The County uses these reports to determine the effectiveness of the LAJF and identify opportunities for improvement. Throughout the second quarter of operation, the LAJF served 148 clients who are representative of the Board stated priorities. The following are some recommendations to enhance the LAJF based on collected and reported data:

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<sup>2</sup> United States Department of Homeland Security, *Fiscal Year 2018 Budget in Brief*, October 1, 2017 to September 2018

1. **Create a Client Referral and Case Management System** to identify eligible clients at County hospitals and other departments (i.e., Health Services Agency, Public Defender, Children and Family Services, Consumer and Business Affairs) to connect them to LAJF grantees for immigration legal services. This client referral and management system should include:
    - Seamless case intake, referral, and tracking.
    - Safeguards for the collection, storage and sharing of client data.
    - A universal referral cross-referral process to refer County clients to LSPs for immigration legal representation, and to refer LSP clients to available County services.
    - Built-in performance measures reports.
  2. **Conduct Targeted Education and Outreach:** Develop and conduct a targeted outreach and education campaign in a culturally and linguistically competent manner to educate all immigrant communities about the LAJF services and how to access such services.
  3. **Further Strengthen Infrastructure, Expand Capacity, and Measure Results:** Continue reviewing quarterly and annual report findings to assess whether the LAJF is operating at optimum capacity while serving the intended clients. Identify and pursue additional opportunities to enhance the effectiveness of the program; continue to seek additional public and private funding to expand service capacity; adopt best practices to maximize service quality and delivery; and create effective performance metrics to measure results.
  4. **Monitor and support the amendment to the LAJF Agreement** to provide immigration legal representation to children and guardians separated at the U.S. southern border to ensure that eligible families learn about and receive the legal representation they need. See the “Immigrant Children and Families Separation” recommendation on Page 6 for more details.
- **LEAD DEPARTMENTS/OFFICES:**
    - Office of Immigrant Affairs-DCBA (OIA-DCBA)
  - **SUPPORT DEPARTMENTS AND STAKEHOLDERS:**
    - Health Services Agency
    - Public Defender’s Office
    - Immigrant Protection and Advancement Taskforce (IPAA)
    - California Community Foundation
    - LAJF Grantees
  - **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



## 1.0 - JUSTICE EQUITY: IMMIGRANT CHILDREN AND FAMILIES SEPARATION

The "zero-tolerance" policy the Trump Administration enacted in May 2018 to prosecute all undocumented immigrants detained while trying to cross the Southern U.S. border resulted in the separation of more than 2,600 children from their parents. The *Flores Case*<sup>3</sup>, a two-decade-old court settlement, requires that detained migrant children be placed in "the least restrictive environment" or with family members. As a result, detained unaccompanied and separated children are placed in the care of the Office of Refugee Resettlement (ORR), a branch in the U.S. Department of Health and Human Services. ORR houses the children in government-operated or contracted shelters until they can be placed with a sponsor (parents, relatives, foster families). In June 2018, ORR reported that 104 children had been transferred to their facilities in Greater Los Angeles, and that as many as half of the 2,600 may be transferred here.

In response to this change in policy, in June 2018, the Board of Supervisors directed:

1. That CEO send a 5-signature letter to the Secretary of the Department of Homeland Security, the Senate and House Leadership, and the Los Angeles County Congressional Delegation opposing the practice of separating children from their families and urging that no funding be approved to prosecute parents who arrive at the border with minor children seeking asylum.
2. DCFS and OIA to report to County Counsel any children who were separated from their guardians at the border and who could be in LA County foster care, and offer assistance in contacting federal officials so that minors can be released into foster care while their parents are in detention.
3. OIA, in coordination with County Counsel, to contact ORR and request permission to visit all their shelters in the County to identify and assist any minors being released through DCFS to the custody of relatives or sponsors who live in the County.
4. OIA, in consultation with County Counsel and DCFS, to amend the LA Justice Fund to allow grant recipients to provide legal representation to separated children and their parents and sponsors.

### ■ RECOMMENDATIONS AND OPPORTUNITIES:

In response to the June 19, 2018 Board motion, the County has been assisting separated immigrant children and their sponsors who have ties to the County. The County should continue supporting these efforts through the following recommendations:

<sup>3</sup> *Reno v. Flores*, 507 U.S. 292 (1993)



1. Continue monitoring the number of separated children who are in the County of Los Angeles, where the children are being housed, and what the unmet needs of the children and their families/sponsors are.
2. Continue identifying available County resources for the children and their families, and ensure that they learn about and have access to such services.
3. Complete the implementation of a recent amendment to the LAJF Agreement to provide immigration legal representation to children and parents separated at the U.S. southern border to ensure that eligible families learn about and receive the legal representation they need.
4. Continue working closely with the impacted County departments, City of Los Angeles, Legal Service Providers, foreign consulates, and other key stakeholders to provide all available services to children and their families.
5. Continue implementing a strategy to provide wrap-around County and non-County services (legal representation, health care, education, employment, consumer protection, social services, small business support, housing) to separated children and their parents and their families to foster their success in the short and long-term.
6. **Seek options to get access to ORR operated or contracted shelters.**  
Currently, the County does not have the right to access ORR shelters where immigrant children are housed in Los Angeles County. The County should seek option to have access to such centers to determine whether immigrant children are being held in the shelters, what services the children receive, and how the County can support the children and their families.
7. **Promote existing and new partnerships with foreign consulates and other foreign government officials** to leverage their access and resources to reach and assist immigrants from their respective countries.

■ **LEAD DEPARTMENTS/OFFICES:**

- OIA-DCBA
- County Counsel

■ **SUPPORT DEPARTMENTS AND STAKEHOLDERS:**

- Public Social Services
- Health Services Agency (DHS, DPH, DMH)
- Children and Family Services
- IPAA Taskforce Members
- City of Los Angeles

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



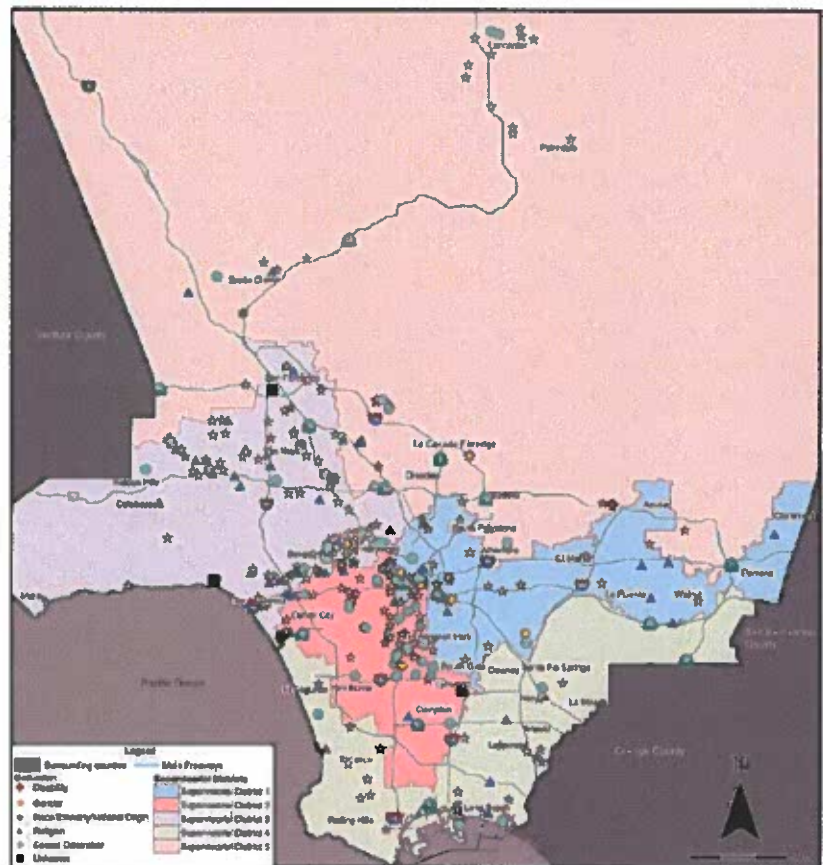
## 1.0 - JUSTICE EQUITY: HATE CRIMES AGAINST IMMIGRANTS

A July 2018 report released by the California Department of Justice shows that hate crimes increased by more than 17 percent in California in 2017 as compared to 2016<sup>4</sup>. These results follow an increasing trend in hate crimes reported in an audit released in May 2018 by the

California State Auditor, which reported that hate crimes increased by more than 20 percent from 2014 to 2016 in California<sup>5</sup>. According to the Los Angeles County Human Relations Commission (LACHRC), hate crimes in the County have increased 32 percent since 2013, and Latinos were the most likely group to be victims of racially-motivated violent crimes (77%), with suspects using anti-immigration slurs 40% of the time.<sup>6</sup>

These findings are consistent with a study released in May 2018 by the Center for the Study of Hate and Extremism at California State University San Bernardino, which reported that hate crimes in the nation's 10 largest cities increased by 12 percent in 2017, the highest level in more than a decade<sup>7</sup>.

### 2017 Los Angeles County Hate Crimes



LOS ANGELES COUNTY HUMAN RELATIONS COMMISSION

<sup>4</sup> California Department of Justice, *Hate Crime in California, 2017*

<sup>5</sup> California State Auditor, *Hate Crimes in California - Law Enforcement Has Not Adequately Identified, Reported, or Responded to Hate Crimes*, May 2018

<sup>6</sup> Los Angeles County Commission on Human Relations 2017 Hate Crime Report

<sup>7</sup> Center for the Study of Hate and Extremism - California State University, San Bernardino, *Report to the Nation: Hate Crimes Rise in U.S. Cities and Counties in Time of Division & Foreign Interference*, May 2018

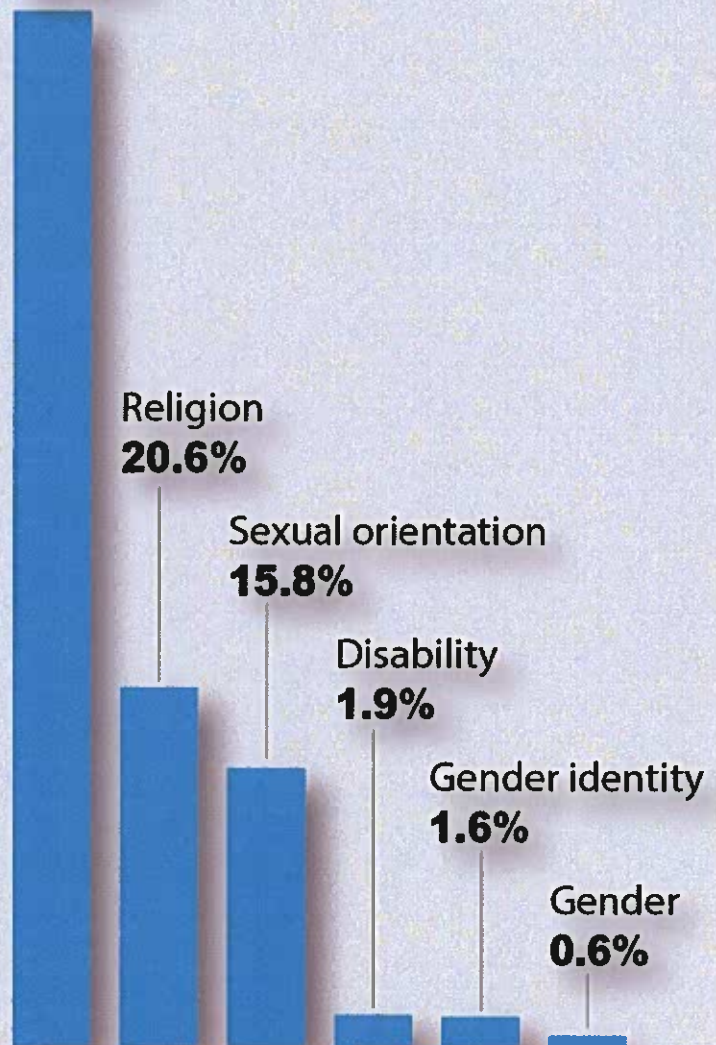
The Federal Bureau of Investigations (FBI) publishes an annual hate crimes report that draws data from crime statistics voluntarily reported by law enforcement agencies nationwide. Nearly 90 percent of the nation's approximately 16,000 law enforcement agencies either choose not to supply hate crime data or report no hate crimes in their jurisdictions, which can dramatically distort the data the FBI reports. A May 2018 State audit, which found significant hate crime underreporting and an under-response from the law enforcement agencies surveyed also points to a data distortion issue.

In response to this trend, on July 17, 2018, the Board of Supervisors passed a motion directing the Office of Inspector General in consultation with LASD, the OIA, and County Counsel, to review, in accordance with the State audit findings and Assembly Bill 1985, LASD's hate crime policies, procedures, and training (including effective implicit bias reduction training and practices) to determine whether they are up-to-date, utilizing best practices and model policies on hate crime investigation and reporting, including those of past CCJCC Task Forces, the California Peace Officer Standards and Training Commission resources, the California Attorney General, and the International Association of Chiefs of Police.

## Bias Motivations

*Law enforcement agencies reported 7,106 single-bias incidents to UCR in 2017. A distribution of victims by bias type shows the following biases:*

Race/Ethnicity/Ancestry  
**59.6%**



FBI 2017 HATE CRIMES STATISTICS

■ **RECOMMENDATIONS AND OPPORTUNITIES:**

Crimes and acts of hate cause trauma to immigrants, their families and their communities. OIA should actively support the Office of the Inspector General, Sheriff's Department (LASD), Human Relations Commission, and other County departments in their ongoing efforts to identify, report and combat hate crimes, including:

1. Raising awareness in all immigrant communities on identifying and reporting hate crimes and incidents, and where to get assistance.
2. Collaborating with public and private organizations that serve as safe spaces for immigrants who feel discriminated against, bullied, and harassed to provide them the support they need to report hate crimes.
3. Reviewing the LASD's hate crime policies, procedures, and training (including effective implicit bias reduction training and practices) as they apply to immigrants to determine if they are up-to-date and use model policies on hate crime reporting, investigation and victim protection.
4. Providing advice to the Office of Violence Prevention for their strategic planning to respond to hate crimes against immigrants.
5. Participating in the LACHRC/WDACS initiative to create and launch a multi-year public anti-hate campaign for immigrant communities, County departments, and community stakeholders.
6. Participating in providing resources and assistance for immigrants who are victims of hate crimes and bias-motivated hostility.
7. Participating in analyzing the data on hate crimes and creating and implementing informed prevention and intervention strategies.

■ **LEAD DEPARTMENTS/OFFICES:**

- Sheriff
- Inspector General
- LACHRC-WDACS
- OIA-DCBA

■ **SUPPORT DEPARTMENTS AND STAKEHOLDERS:**

- District Attorney
- Public Health
- IPAA Taskforce Members

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.





## 1.0 - JUSTICE EQUITY: PUBLIC SAFETY IN IMMIGRANT COMMUNITIES

Building community trust is fundamental to promoting public safety. And if immigrants fear that interaction with law enforcement may lead to deportation for themselves or a loved one, they will be less likely to assist law enforcement as witnesses or victims, and public safety will suffer. A recent **survey conducted by the American Civil Liberties Union and the National Immigrant Women's Advocacy Project<sup>8</sup>** revealed that the fear of deportation is deterring immigrants from reporting crimes committed against them, as well as from assisting law enforcement in the investigation and prosecution of those crimes. Below are some of the survey's most striking results, which are based on the responses of 232 police officers surveyed in 24 states, 103 judges in 25 states, 50 prosecutors in 19 states, and 389 advocates and legal service providers in all 50 states:

- **22 percent** of police officers reported that immigrants were less willing in 2017 than in 2016 to make police reports.
- **67 percent** of police officers reported a negative impact on police ability to protect immigrant crime survivors.
- **50 percent** of police officers said that crimes affecting immigrants – domestic violence, human trafficking, sexual assault – are now harder to investigate because immigrant crime survivors are afraid to seek assistance.
- **54 percent** of judges reported that court cases were interrupted due to an immigrant crime survivor's fear of coming to court.
- Prosecutors reported that crimes against immigrants are harder to investigate and prosecute because immigrant victims feared immigration consequences if they came forward.

The County of Los Angeles is the largest county in the nation, with over 10.2 million residents. Nearly 3.5 million immigrants, comprising 35% of the County's total population, call Los Angeles County home. So even a small aversion on their part to participate in the reporting, investigation and prosecution of crime could have a significant negative impact on law enforcement's ability to fight crimes perpetrated on immigrants, their families, and their communities. OIA should work closely with LASD in identifying, creating and implementing initiatives that promote enduring and trusting partnerships in immigrant communities and that encourage immigrants to collaborate with law enforcement agencies in combating serious crimes such as:

- Domestic violence,
- Hate crimes,
- Cybercrimes,

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<sup>8</sup> American Civil Liberties Union, *Freezing Out Justice How immigration arrests at courthouses are undermining the justice system*, 2018

- Human trafficking,
- Sex crimes against children.
- Property crimes

## RECOMMENDATIONS AND OPPORTUNITIES:

The initiatives below, conducted in a linguistically and culturally appropriate manner, will encourage the participation of immigrant residents in the reporting, investigation and prosecution of crimes affecting them:

1. **Annual TV Telethon/Phone Bank.** OIA has experience in conducting highly successful telethons/phone banks in partnership with media networks, County departments and community partners to reach and inform immigrants about issues that affect them and how the County can help them. OIA should work with the Sheriff and other County and external partners to conduct an annual telethon/phone bank to inform immigrants about common crimes affecting them and educate them on how to prevent, report, and participate in the resolution of such crimes. The telethon will also educate immigrants about programs the Sheriff and County have to build lasting community ties, such as the LASD's successful pen-pal program that gives deputies an opportunity to mentor children in underserved schools.
2. **OIA should partner with LASD to distribute information in LASD stations about immigrant rights and available resources.** Toolkits can be distributed in LASD stations for immigrants to learn about available County services and how to access them. The multilingual toolkits



should include *Know-Your-Rights Pocket Cards* and brochures on immigration, consumer, and real estate fraud; sex, domestic violence and hate crimes; and landlord/tenant disputes, minimum wage theft, identity theft, financial education, and small business support. OIA should also partner with LASD to ensure that information intended for immigrants posted on LASD's website is current and references all available resources.

3. **Victim-Based Relief Visas.** These programs allow eligible victims of certain crimes and their immediate family members to obtain legal status in the United States. County departments that certify applications for these programs have seen an increase in applications in recent years. Impacted County departments should continue their outreach, education, and support efforts for these important programs.
4. **Public information available to ICE about immigrants detained in County**  
The California TRUTH Act, enacted in 2017, requires local law enforcement agencies to promptly provide written notification to an individual and his or her attorney or designee if the agency notifies ICE that the individual is being, or will be, released from its custody on a certain date.”<sup>9</sup> The LASD publishes on its website the release date of all inmates in custody for the public to know. Agencies like ICE access this information to track down and detain immigrants who are being, or were, released at various locations (County jails, police stations, courthouses, homes, workplace).

The County should ensure simultaneous access to immigrant inmates' release information to all parties, without early access to such information to ICE or any other immigration officials, in accordance with Government Code Section 7284.6(a)(1)(C).

5. **Immigration legal assistance for immigrants detained in County jails.** In compliance with California law, LASD informs detained immigrants, when applicable, that: (a) ICE has issued a detainer, (b) ICE may wish to interview them, and (c) that they have the right to refuse such an interview or have an attorney present for that interview. ICE agents are not present when inmates are given the option to refuse an ICE interview. LASD, without endorsing anyone, makes a list of community organizations and legal representatives available to immigrants who are the subject of an ICE detainer. The Public Defender and Alternate Public Defender also have an obligation to inform non-citizens in criminal custody that the charges they face may potentially impact their immigration status.

OIA should work with LASD, the Public Defender and the Alternate Public Defender to include information in the notifications to detained immigrants

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<sup>9</sup> AB 2792 (TRUTH Act), Gov. Code Sec. 7283.1(b).

that they can contact OIA to learn about available immigration legal representation through the Los Angeles Justice Fund and other available County services.

6. **Conduct *Know Your Rights and Resources Forums*** throughout the County to educate immigrants and their families about common frauds and issues, how to protect themselves against such crimes, and where to get help and resources. Topics should include cybercrimes, real estate fraud, abusive debt collectors, deceptive car purchases, human trafficking, and hate crimes.
7. **ICE interviews in County jails.** Currently, pursuant to the TRUTH Act, LASD allows ICE to interview inmates in their custody if the inmate both: (a) consents to the interview and, (b) has a criminal history that would allow them to be transferred to ICE. This may create the impression that LASD is involved in immigration enforcement. To reinforce the trust of the immigrant communities in LASD, the County should review the feasibility and legality of further limiting ICE's access to inmates in the County jails.
8. **Limit the transferring of immigrants in County detention facilities to immigration authorities.** Consistent with state law, LASD does not honor hold requests by ICE.<sup>10</sup> Additionally, LASD policy should not allow or facilitate transfers to immigration authorities, unless it is required by law.

■ **LEAD DEPARTMENTS/OFFICES:**

- OIA-DCBA
- Sheriff

■ **SUPPORTING DEPARTMENTS/OFFICES:**

- Public Defender
- Alternate Public Defender
- IPAA Taskforce Members

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.

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<sup>10</sup> The California Values Act prohibits the honoring of ICE hold requests by any local law enforcement authorities. Cal. Gov't Code § 7284.6(a)(1)(B).





## 1.0 - JUSTICE EQUITY: IMMIGRANT CONSUMER FRAUD PROTECTION

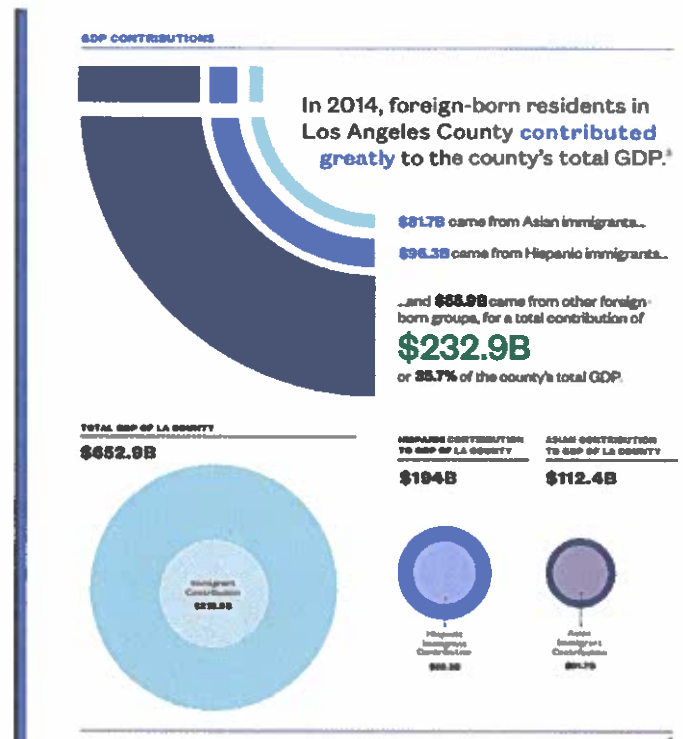
Many immigrants' need for unique services, such as immigration legal representation, compounded by limited English language skills and a lack of awareness of the "buyer-beware" marketplace, makes them vulnerable to unlawful, deceptive, and fraudulent business practices, including:

- Immigration services fraud
- Minimum wage theft
- Employment scams
- Pyramid/Ponzi schemes
- Identity theft
- Travel scams
- Telemarketing fraud
- Abusive debt collections
- False and misleading advertising

### RECOMMENDATIONS AND OPPORTUNITIES:

Many immigrants who are victims of consumer fraud do not report the crimes due to perceived or real fear of immigration implications, lack of knowledge of where to get assistance, and language and cultural barriers. Many scammers take advantage of these vulnerabilities, sometimes even threatening victims with retaliation if they complain. OIA, in partnership with County and external partners, currently conducts robust outreach and education to inform immigrants about consumer fraud prevention, reporting and resolution. To strengthen its efforts, OIA and its partners should implement the following recommendations to quantify the type and extent of consumer fraud perpetrated on immigrants, boost preventative awareness, and provide effective assistance to victims.

1. In partnership with local research universities conduct an **Annual Survey** of consumer crimes impacting immigrants, analyze and publish the data, and make recommendations to enhance consumer protection for immigrants.
2. Conduct outreach and education based on **empirical findings** to educate consumers on how to identify, prevent and report consumer fraud. Emphasis should be placed on measuring results.
3. Establish and regularly convene an **Immigrant Consumer Fraud Protection Work Group** composed of licensing, regulatory, investigative and prosecuting



agencies at the local, state and federal levels to identify, review and act on consumer fraud and issues affecting immigrants.

4. Proactively anticipate in issues likely to impact immigrant consumers and take preemptive measures to educate them about such issues, encourage them to protect themselves, and inform them where to report complaints.
5. Routinely conduct **Victim Assistance Workshops** for immigrants who are victims of consumer fraud (i.e., immigration scams, pyramid schemes, deceptive businesses) to inform victims about their rights, available resources, and where to get help.
6. Create and publish a **Resource Directory** for immigrants to learn about common types of frauds and issues, how to protect themselves, and where to file complaints for assistance.
7. Research and publish available **Consumer Restitution** funds and educate and encourage immigrant consumers to do business with licensed professionals who are covered by such funds, including:
  - [California Attorney General's Seller of Travel Restitution Fund](#) that protects buyers of travel.
  - [California Motor Vehicle Consumer Restitution Corporation](#) for buyers and lessees of closed new and used car dealers.
  - [California Department of Real Estate Real Estate Recovery Fund](#) for homebuyers who are victims of fraudulent real estate agents.
  - [California State Bar Client Security Fund](#) for attorney clients
  - [California Student Tuition Recovery Fund](#) for students of failed vocational schools.
  - [Manufactured Home Recovery Fund](#) for mobilehome owners.
8. Support and/or create legislation to strengthen **consumer protection for immigrants**, including immigration services fraud, minimum wage theft, and pyramid and Ponzi schemes.

■ **LEAD DEPARTMENT/OFFICE:**

- OIA-DCBA

■ **SUPPORTING DEPARTMENTS/OFFICES:**

- DCBA Investigations Division
- Agricultural Commissioner-Weights and Measures
- District Attorney
- Sheriff
- IPAA Task Force Members

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



## 2.0 - RESPONSIVE COUNTY SERVICES: SERVICE INTEGRATION, CULTURE SENSITIVITY, LANGUAGE CAPACITY

In mid-2017, the Los **Angeles County Metropolitan Transportation Authority (Metro)** **conducted a customer satisfaction survey** to better understand the transportation

needs and concerns of Los Angeles County residents and workers<sup>11</sup>.

The survey included an online survey and complementary focus group research that provided a deeper understanding into a group of people with limited English proficiency and low income, elderly, and minority populations. Previous surveys undertaken by Metro focused on what



problems affected Metro riders and non-riders. This survey attempted to do the same, plus more. It asked respondents for the main reason they used Metro and changes that would encourage them to ride Metro more often. A total of 34,644 people participated in the survey. And Metro tailored its services based on the survey responses to match the needs of its current and future patrons and future patrons.

In January 2017, the Board of Supervisors established the Office of Immigrant Affairs (OIA) to ensure that all immigrants who live in Los Angeles County (County) learn about and access the services the County has available for them. As a result, OIA, in close partnership with County departments, currently conducts outreach and education to inform immigrants about available County services and how they can access such services. To boost its efforts, OIA should conduct periodic surveys to better understand the needs of County immigrants, develop strategic response plans based on survey results, and work closely with County departments that serve immigrants to ensure that immigrants have ready access to wrap-around available County services in a linguistically competent, culturally sensitive, and responsive manner.

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<sup>11</sup> Los Angeles County Metropolitan Transportation Authority, *Unpacking Customer Satisfaction: Customer Satisfaction Survey Results, 2017*

■ **RECOMMENDATIONS AND OPPORTUNITIES:**

1. **Client-Needs Surveys:** In partnership with a local research university, develop and conduct a client survey every two years to:
  - Determine the needs of immigrant County residents and their families,
  - Create a response plan based on survey results,
  - Work with impacted departments in tailoring services for immigrants that are linguistically appropriate and culturally sensitive.
2. **Language Capacity Survey:** Departments should survey the language and cultural needs of their customers, evaluate their capacity to meet such needs, and develop strategies to identified bridge gaps. The survey should:
  - Identify staff who receive bilingual bonuses and establish a centralized database of all available bilingual staff and the languages spoken.
  - Ensure that staff receiving bilingual bonuses are still competent in their certified languages.
  - Identify opportunities to ensure that certified employees apply their bilingual skills to serving clients on a regular basis.
  - Create an implement a strategy to meet current and anticipated client language and culture sensitive demand.
3. **Live Video Language Translation:** To assist with language capacity needs countywide, OIA should create a mobile video app that would allow County employees and volunteers to make themselves available for live video translation chats. This app should be made available to departments countywide to complement their capacity to serve their clients' language and cultural needs.
4. **County Services Academy:** Through its more than three dozen departments and offices, the County provides services to its residents that touch all aspects of their lives. However, these services are often promoted and provided in isolation from each other, missing opportunities to serve clients in a more holistic manner. This is not the most effective way to serve immigrants who face language challenges and may be unaware of available services.

To better equip County employees to promote wrap-around County services when they interact with immigrant clients, the County should create a **Countywide Services Academy** to teach new and existing County employees about all available County services so they can promote them when interacting with their clients.

5. **Mobile Services and Flexible Hours:** Foreign consulates and community-based organizations that serve immigrants have developed robust mobile service programs that bring needed services to immigrant communities. For example, the Mexican Consulate partners with local community-based organizations to



provide passports, consular and other services to Mexican immigrants. The LA County Library, the Department of Public Social Services, and other departments also provide mobile services. And these services are often provided after business hours to accommodate the needs of clients who work during the day.

County departments who serve immigrants should research proven mobile services and flexible-hours programs and identify opportunities to adopt mobile services that work.

6. **LAC4U Residents Academy** to recruit and train immigrant residents about available County services for immigrants and their families and how they can be ambassadors in promoting such services.
7. Assess the composition of, and update outreach and selection criteria for, County commissions, committees, and advisory boards to ensure representation of immigrant resident voices.
8. **Office of Immigrant Affairs: Home for All Immigrant Issues:** Assess the need for and identify options to establish a permanent advisory body that would support the role of OIA-DCBA as the clearing house for Immigration-related policies, programs and communications initiatives.

■ **LEAD DEPARTMENTS/OFFICES:**

- OIA-DCBA

■ **SUPPORT DEPARTMENTS AND STAKEHOLDERS:**

- Department of Human Resources
- Chief Executive Office
- IPAA Taskforce Members

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



### 3.0 - ECONOMIC ADVANCEMENT: "PUBLIC CHARGE"

Current Department of Homeland Security (DHS) guidelines define "public charge" as someone who is likely to become primarily dependent on the government for subsistence as demonstrated by his or her receipt of public **cash benefits** or by his or her institutionalization for long-term care at government expense. And the guidelines give immigration officials discretion to deny immigrants adjustments to their status or prevent them from entering the U.S. if at the time of application they are determined to be, or likely at any time to become, a public charge. Cash benefits that may be taken into consideration to make a determination include: Supplemental Security Income (SSI); Temporary Assistance for Needy Families (TANF); or state/local cash assistance programs. But current guidelines prevent the consideration of **non-cash** benefits (other than long-term institutional care) to determine public charge, and do not include cash benefits received by relatives such as spouses and children.

However, on October 10, 2018, DHS published in the Federal Registry a proposal to change the definition of the public charge rule to broaden the meaning and scope of public charge by expanding the definition of public benefits to include certain non-cash benefits. As reported in an **October 2, 2018 Board motion** that unanimously opposed the proposed changes to the "public charge" rule, if adopted, the rule change is likely to have a devastating chilling effect on the well-being of children and families in Los Angeles County who lawfully receive public benefits<sup>12</sup>. The motion also pointed out that in Los Angeles County, 3.5 million residents are immigrants, 58% of children have at least one immigrant parent, and 44% of households are headed by an immigrant. Furthermore, the motion reported that immigrants make significant contributions to the County's economy, contributing nearly \$300 billion to the County's Gross Domestic Product and paying \$17.3 billion in federal taxes in 2014. The motion noted that enactment of the rule change could force families to make the difficult choice between getting a green card and taking care of their families by putting food on the table, taking a sick child to the doctor, or applying for housing assistance.

**The Migration Policy Institute** estimates that the current definition of a "public charge" affects only three percent of the non-citizen population nationwide, but that the proposed changes will impact 47 percent of the non-citizen population<sup>13</sup>. These are some key findings the Migration Policy Institute reports:

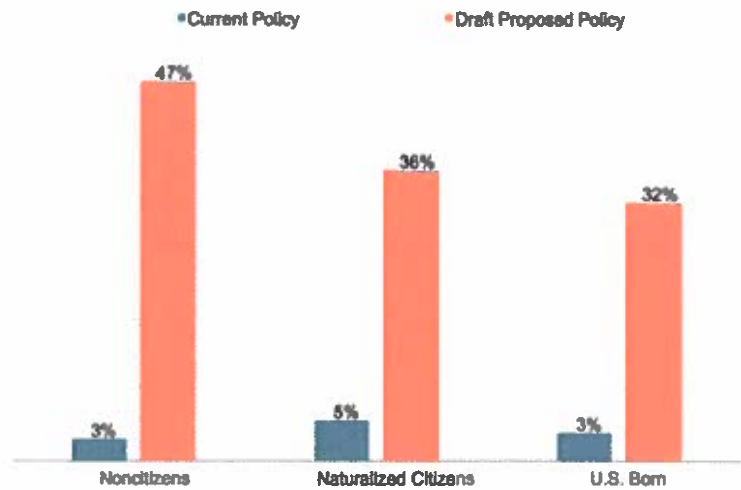
- Based on the experience of the 1990s immigration and welfare reforms, it is reasonable to expect that the rule will discourage millions of immigrants from accessing health, nutrition, and social services.

<sup>12</sup> Agenda for the regular meeting of the Board of Supervisors - County of Los Angeles, California, Tuesday, October 2, 2018

<sup>13</sup> Migration Policy Institute, Jeanne Batalova, Michael Fix, and Mark Greenberg, *Chilling Effects: The Expected Public Charge Rule and Its Impact on Legal Immigrant Families' Public Benefits Use*, June 2018

- These “chilling effects” are likely to stretch beyond immigrants themselves to affect U.S.-citizen children whose parents may dis-enroll them from services for fear of immigration consequences.
- These impacts are likely to weigh most heavily on states with large immigrant populations, such as California, New York and Florida.

Figure 4. Share of Persons for Whom Benefits Use Could Be Considered in a Public-Charge Determination, 2014–18



Drafts of the proposed new policy would drive the number of immigrants subject to public-charge assessment from 3% of noncitizens to 47%. (Migration Policy Institute)

## RECOMMENDATIONS AND OPPORTUNITIES:

To protect immigrant families who call the County their home, the County should oppose the proposed changes to the public charge rule in accordance to the directives of the unanimous October 2, 2018 Board motion:

1. Sending a five-signature letter to the Secretary of the United States Department of Homeland Security, the Senate and House Leadership and the Los Angeles County Congressional Delegation, declaring the Board's opposition to the proposed rule change and expressing the significant harm that such change would cause to the County and its residents.
2. Submitting during the public comment period in the Federal Registry a comprehensive County response opposing the proposed rule change.
3. Collaborating with community-based organizations, the Los Angeles County Office of Education, affected Departments and other relevant stakeholders on public education and outreach, utilizing all available mediums to educate immigrant communities about available County services and direct them to resources, such as immigration legal services, that could advise immigrants about the potential impacts of the proposed rule on their individual situations.
4. Collaborating countywide to design and execute a comprehensive internal and external communications strategy with respect to the proposed rule that is unique to each Department and consists of line-staff training to achieve Department-wide messaging consistency, while the external strategy should be multilingual and culturally competent, consisting of a public information and

outreach campaign to inform individuals about the availability of County services and encourage continued access and enrollment.

5. Analyzing the proposed rule change and monitoring any legal action aimed at challenging the proposed rule from taking effect and presenting recommendations to the Board to file and/or join in as amicus or as plaintiff in litigation, as deemed appropriate by County Counsel.
6. Sending a five-signature letter to California Attorney General Xavier Becerra expressing support for the State's continued efforts to protect the State's residents, regardless of immigration status, by taking any and all necessary action challenging the proposed rule.

■ **LEAD DEPARTMENTS/OFFICES:**

- OIA-DCBA
- County Counsel
- CEO Countywide Communications
- Public Social Services
- Health Services Agency
- Office of Education

■ **SUPPORTING DEPARTMENTS/OFFICES:**

- Children and Family Services
- LA County Library
- Sheriff
- IPAA Taskforce

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.

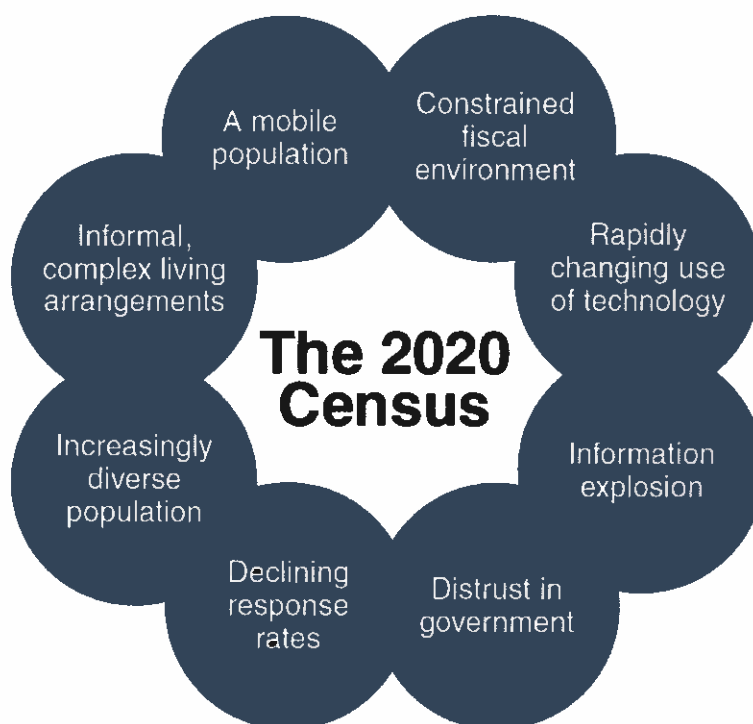




### 3.0 - ECONOMIC ADVANCEMENT: 2020 CENSUS AND IMMIGRANTS

The decennial U.S. Census population count determines the disbursement of approximately \$700 billion in annual federal funding for local governments to provide critical programs like transportation, health, and education. Undercounting people results in an estimated loss of \$60,000 over ten years for each household missed. Undercounting also affects congressional representation.

The California Department of Finance estimated that the Census Bureau failed to count 1.5 million California residents in 2010. And Andrew Reamer, a research professor at George Washington University, estimated that for every California resident not counted in the 2010 Census, the state lost about **\$1,145 in federal funding**<sup>14</sup> each year. This means that California has lost more than \$1.7 billion per year due to the 2010 Census undercount. And according to PriceWaterHouseCoopers, **Los Angeles County lost \$650 million**<sup>15</sup> between 2002 and 2012 in just eight federal programs because of the undercount.



**Figure 4: 2020 Census Environment**

Most people are counted when they respond to notices the Census Bureau sends to households in the Census Master Address File (MAF), an inventory of all known residences. But many people who live in hard-to-survey (HTS) unconventional residences (converted garages, in-law apartments, basements) may be missing from the MAF. This results in the Census disproportionately missing HTS populations (children, immigrants, low-income people).

<sup>14</sup> Andrew Reamer, *Counting for Dollars 2020: The Role of the Decennial Census in the Geographic Distribution of Federal Funds*, July 2018

<sup>15</sup> PriceWaterHouseCoopers, *"Effect of Census 2000 Undercount on Federal Funding to States and Selected Counties, 2002-2012"*. Prepared for the U.S. Census Monitoring Board, Presidential Members. 2001.

■ **RECOMMENDATIONS AND OPPORTUNITIES:**

The County has a lot at stake as preparations for the 2020 Census are made. Recognizing this, on January 16, 2018, the Board of Supervisors passed a motion to make clear their commitment to see that all County residents, especially HTS populations, are counted regardless of their immigration status. These recommendations support and enhance the work the County is already doing to ensure that all residents are properly counted so that there is equitable distribution of federal funds and congressional representation.

1. The County should advocate against the Administration's proposal to include a Citizenship question on the Census Form, as doing so will discourage immigrants from completing the form due to perceived fear that it may adversely affect their immigration status.
2. The County should utilize its existing outreach capacity through its interface with immigrant clients to encourage them and their families to be counted.
3. The County should create and launch targeted advertising and a multi-media campaign (cable, social, print) to HTS populations, especially through Spanish and Asian-language media. The messaging should be clear and linguistically and culturally sensitive to reassure HTS populations that participation in the Census count will not affect their immigration status.

■ **LEAD DEPARTMENT/OFFICE:**

- Chief Executive Office
- OIA-DCBA
- Internal Services
- Regional Planning

■ **SUPPORTING DEPARTMENTS/OFFICES:**

- County Counsel
- IPAA Taskforce

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



## 3.0 - ECONOMIC ADVANCEMENT: HOME OWNERSHIP, PRESERVATION

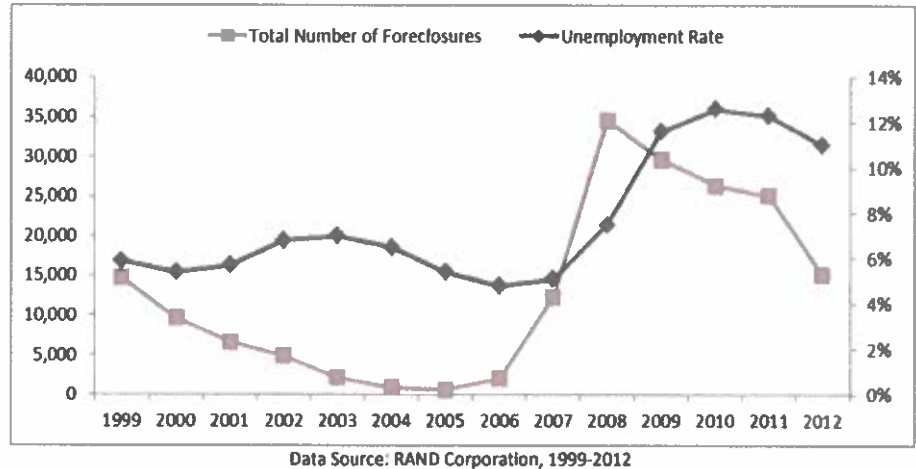
Starting in 2006, the real estate market experienced a major downfall in Los Angeles County and throughout the nation that was largely caused by irresponsible subprime lending practices during the years leading to the Great Recession. Multiple and complex factors caused the collapse of the real estate market, but questionable loans to homeowners who lacked the ability to repay them played a major role. This was particularly true for immigrant borrowers who faced language barriers and were unaware of deceptive lending practices that:

- Routinely gave loans to borrowers with little or no down payment or income/assets documentation.
- Charged interest-only on loans given to borrowers who lacked the financial ability to repay them.
- Provided teaser adjustable interest rates for loans that were soon to reset to much higher rates

Borrowers were able to pay their loans as long as the price of their homes kept rising because they could readily and repeatedly refinance their loans. But when home prices fell, starting in 2006, loan defaults skyrocketed. This housing market collapse created opportunities for so called “foreclosure consultants” who took advantage of struggling homeowners by falsely promising that they could save their homes from foreclosure. Desperate homeowners agreed to pay foreclosure consultants their last dollar for false promises that they would save their homes. But in reality, homeowners lost their money to the foreclosure rescue scams and their homes to foreclosure.

The housing crisis disproportionately affected minorities, particularly those who bought their homes during the boom period. A 2013 study conducted by the **UCLA Luskin School of Public Affairs**<sup>16</sup> revealed in 2004, the boom period base year, 29% of home

Figure 3. Total Number of Foreclosures and Unemployment Rate, LA County, 1999-2012



<sup>16</sup> Paul M. Ong, Chhandra Pech, Deirdre Pfeiffer, UCLA Luskin School of Public Affairs *The Foreclosure Crisis in Los Angeles*, 2013

buyers were Latino. But by the peak of the boom in 2007, 36% of homebuyers were Latino. Asians also accounted for a higher percentage of homeowners during the boom period (15% versus 13%).

In July 2011, the then Department of Consumer Affairs sponsored Senate Bill 62, which was signed into law in January 2012. SB 62 enabled DCBA to expand foreclosure prevention and fraud protection services to struggling homeowners by authorizing the County to charge lenders an up to \$8 fee for certain recorded documents (deeds, deeds of trust, Quitclaim deeds, notices of default and notices of trustee sale). And SB 62 authorized DCBA to use the revenue from these fees to provide notice and assistance to homeowners and tenants in foreclosure.

Figure 8. Estimated Racial and Ethnic Distribution of Homeowners, 2000, 2004, & 2005-2007 (Boom-Period)

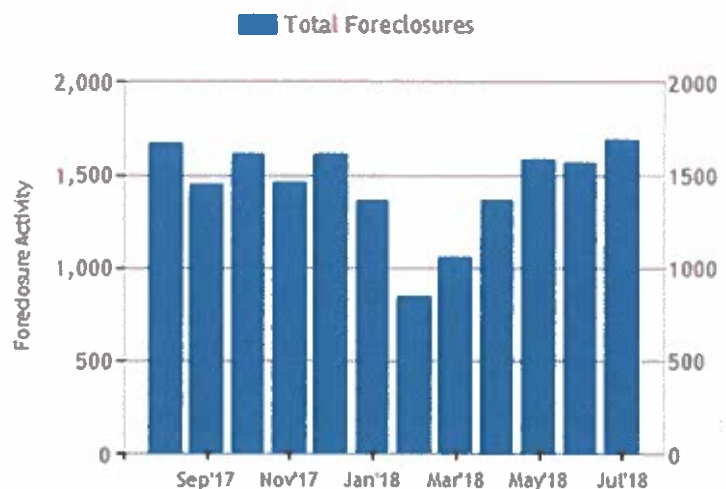
	2000	2004	Boom Period
Non-Hispanic White	52%	48%	41%
Hispanic or Latino	25%	29%	36%
Black or African American	8%	8%	6%
Asian	12%	13%	15%

Data Source: 2000 Decennial Census, 2005-2007 5-Year ACS PUMS

Under the SB 62 program, DCBA mails homeowners and occupants a notice that a document that affects the title of their property has been recorded with the Registrar-Recorder/County Clerk. The notice, which includes a copy of the recorded document, asks the recipient to contact **DCBA's Foreclosure Prevention Program** if they need assistance. Data show that there is opportunity to enhance the response rate from homeowners who receive the notices. But more research is needed to determine how to reach and drive homeowners in foreclosure to contact DCBA so they can receive the free and professional assistance they so much need to save their homes from foreclosure.

While the number of foreclosures in the County has drastically decreased from the 2010 high when an average of 2,900 homes were foreclosed every month, the number of foreclosures has steadily increased month after month, starting in February 2018.

RealtyTrac, a real estate data services company, reports that more than 1,600 homes entered foreclosure in July 2018, a substantial increase from the roughly 900 homes





that went into foreclosure in February of 2018. Furthermore, housing booms and busts are cyclical. The current surge in home prices is not going to last indefinitely. The County should take measures to assist current and future distressed homeowners based on lessons learned from the Great Recession housing bust. One way to do it is by enhancing its foreclosure prevention program to make it more responsive to the needs of immigrant homeowners and tenants who are currently in foreclosure, as well as those who will be affected in a future housing market downturn.

■ **RECOMMENDATIONS AND OPPORTUNITIES:**

1. **Countywide Marketing Campaign:** OIA should work with DCBA's Foreclosure Prevention Unit, the Treasurer-Tax Collector, and other impacted departments to create and implement a countywide marketing campaign in a culturally sensitive and linguistically competent manner to increase the response and participation rate of **immigrant homeowners** in the Homeowner Notification Program. The strategy should include specific target goals and performance measures to assist all families in avoiding, whenever possible, the devastating financial and emotional experience of losing a home to foreclosure.
2. **Electronic Notification Program:** Currently, foreclosure notices are mailed via **snail mail** to the affected property between five to 14 days after recordation. Scammers, however, solicit struggling homeowners much sooner, often before the notices of default are even recorded. Additionally, scammers generally make false statements to entice distressed homeowners to hire their services. Such statements include telling homeowners not to work with government agencies because they are in collusion with the lenders. DCBA's Foreclosure Prevention Team is reviewing the feasibility of creating an electronic notification program to supplement the existing snail mail notices. This would result in more expedited and proactive process to reach out distressed homeowners before the scammers do. OIA should collaborate with DCBA's Foreclosure Prevention team to identify opportunities for this electronic notification program to be responsive to the needs of immigrant homeowners in foreclosure.
3. **Wraparound County Services:** OIA should work with DCBA's Foreclosure Prevention Team to identify and implement strategies to offer wrap-around countywide services to immigrant homeowners in foreclosure.
4. **Proactive Foreclosure Prevention.** Due to legal and procedural limitations, the County mails the foreclosure assistance notices to homeowners between 5 to 14 days from the date a Notice of Default is recorded. By this time, it is likely that foreclosure rescue scams have already contacted and convinced the homeowner to hire them. Additionally, by the time homeowners are officially in foreclosure he or she may have concluded that it is too late save their home, and inaction sets in. This doesn't have to be so because homeowners may default on their loans months before their lender records a Notice of Default. OIA should work with DCBA's Foreclosure Prevention program to identify early intervention

opportunities to prevent these challenges. One such opportunity is to work with lenders to notify DCBA when a homeowner defaults on his or her loan, but **before the bank files a Notice of Default**. This would give DCBA and OIA an opportunity to reach out to the homeowner and offer foreclosure prevention and other available County services **before it is too late**.

5. **Legislative Enhancements.** SB 62 requires that funding collected through its fees be used to assist homeowners in foreclosure **after** their lender has recorded a Notice of Default of Trustee Sale. This provision was necessary to avoid Prop 26 challenges in implementing the program. DCBA is currently working on an SB 62 program evaluation report due to the Legislature in January 2019. The report will include recommendations on how to improve the program. OIA should work with DCBA's Foreclosure Prevention team to identify opportunities to make the SB 62 more responsive to immigrant homeowners and tenants in foreclosure.
6. **LA Justice Fund for Homeowners in Foreclosure:** SB 62 authorizes DCBA to use fee revenue to provide counseling and foreclosure assistance for homeowners and tenants in foreclosure. The DCBA Foreclosure Prevention team achieves a very high rate of success (41% of clients receive a foreclosure remedy and 29% cure their defaults) in modifying loans for homeowners who request their assistance. However, lenders' participation in the program is **voluntary**. But sometimes homeowners may have a legal right, not a voluntary option, to get a loan modification, but their lenders turn them down. DCBA should explore options to utilize SB 62 funds to provide **legal representation** for homeowners facing this type of situation. And OIA should work with the Foreclosure Prevention team to advise them on how such an important resource could be responsive to the needs of **immigrant homeowners** in foreclosure.

■ **LEAD DEPARTMENT/OFFICE:**

- OIA-DCBA
- DCBA Foreclosure Prevention Program

■ **SUPPORTING DEPARTMENTS/OFFICES:**

- Treasurer-Tax Collector
- Registrar-Recorder/County Clerk
- Countywide Communications
- Assessor

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.

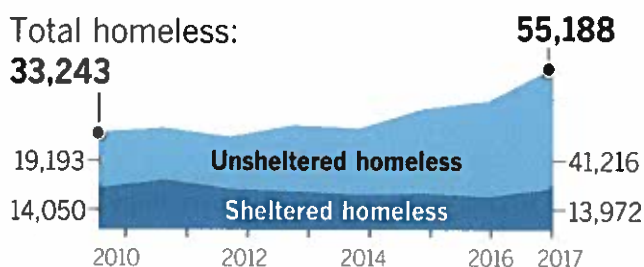


### 3.0 - ECONOMIC ADVANCEMENT: HOMELESSNESS PREVENTION & FINANCIAL EMPOWERMENT

Nearly 58,000 men, women and children are homeless in the Los Angeles County on any given night. According to homelessness counts between 2010 and 2017, the number of homeless people across Los Angeles County went from 38,700 to over 55,000 – an increase of 42%. And more and more homelessness affects people from walks of life, including the most vulnerable of such as seniors, families, youth, the mentally ill, and immigrants.

In response to the homeless crisis, in March of 2017, voters approved Measure H, a special tax initiative that will provide an estimated \$335 million annually for 10 years to fund ongoing services and housing to combat homelessness. And in February 2016, the Los Angeles County Board of Supervisors created the **County of Los Angeles Homeless Initiative Action Plan consisting of 47 interlocking strategies**<sup>17</sup> with government and community stakeholders to address homelessness.

#### Increase in unsheltered homeless



Source: U.S. Dept. of Housing and Urban Development, Los Angeles Homeless Services Authority @latimesgraphics

The efforts of the County and its partners to fight homelessness are beginning to show results. The Los Angeles Homeless Services Authority' 2018 Homeless Count reported 52,765 homeless people in 2018 versus nearly 58,000 in 2017. This was the first decrease in four years. And as the County's Action Plan strategies take deeper roots, more people will be helped to move out of the streets into permanent housing.

However, homelessness in the Latino population increased from 27% of the total homeless population in 2016 to 33% in 2018. This is the largest homelessness increase among any ethnic group over that period. And while these statistics don't report the immigration status of the homeless, it is likely that highly vulnerable undocumented immigrants account for a large percentage of the Latino homeless population, as they face even greater challenges to find work and obtain public assistance.

#### ■ RECOMMENDATIONS AND OPPORTUNITIES:

OIA should support the vast work of the Los Angeles Homelessness Initiative to assist immigrant people prevent and resolve homelessness. Additionally, OIA should

<sup>17</sup> County of Los Angeles, *Approved Strategies to Combat Homelessness*, February 2016

participate in other ongoing or new initiatives intended to promote the financial wellbeing of immigrants and their families. Recommendations include:

1. **Immigrant Homeless Count and Outreach:** Accurately measure the number of homeless people who are immigrants, assess what their needs are, identify what services are available for them, and ensure that they learn about and access such services. Includes developing and launching a linguistically competent and culturally sensitive homelessness prevention campaign to reach and educate immigrants who are homeless or at risk of becoming homeless about available services.
2. **County Rent Increase Moratorium:** In September 2018, the County of Los Angeles Board of Supervisors passed a motion calling for a moratorium of rent increases in the unincorporated areas of the County. The Board instructed the Executive Director of the Community Development Commission and the Director of the Department of Consumer and Business Affairs, in consultation with the Chief Executive Officer and County Counsel, to report back to the Board in 60 days with an interim ordinance to place a temporary limit on rent increases and evictions without just cause. OIA should participate in this initiative to ensure that the needs and voices of immigrant tenants are taken into account while designing and implementing rent stabilization initiatives that affect immigrant tenants and their families.
3. **Minimum Wage Enforcement:** Work with DCBA's Minimum Wage Enforcement Program and other agencies to identify and implement culturally sensitive and linguistically competent strategies to reach and assist immigrants who are victims of wage theft.
4. **Financial Education:** Work with DCBA's Center for Financial Empowerment to create and implement culturally and linguistically competent strategies to educate immigrants on how to save and make wise financial decisions. Include initiatives to provide immigrants with access to responsible credit as a means to promote and achieve short and long-term financial stability.
5. **Know Your County Services:** Conduct "Know Your County Services" Fairs throughout the County to educate and assist homeless immigrants about available County services. These fairs should include County departments that provide services needed in the communities where the fairs are held.
6. **Professional Licenses for Undocumented Immigrants.** California Senate Bill 1159 gives undocumented immigrants the right to receive professional licenses issued by the State if they meet all other requirements. This includes dozens of licenses such as law, teaching, and contractors. Applicants may provide an Individual Tax Identification Number (ITIN) in place of a social security number, and licensing bureaus are prohibited from denying an application on the basis of immigration status. OIA should launch a culturally and linguistically appropriate education campaign to inform immigrants about:

- Their right to receive professional licenses;
- The type of licenses available and requirement to obtain them;
- Where they can get assistance and information.

- 7. Partnerships with Adult High Schools and Community Colleges:** Partner with local education institutions, such as Evans Adult School and the Friedman Occupational Center and the Los Angeles Community Colleges District to provide outreach and education to immigrants about available County services and how they can access them.
- 8. Job Skills Development and Career Advancement:** Partner with the Department of Workforce Development, Aging and Community Services (WDACS) and immigrant-serving organizations to identify and promote opportunities to encourage immigrant participation in workforce skills development programs, career pathways, and job placement. Include strategies for immigrants to validate their professional foreign credentials.
- 9. Child Support Payment and Collection:** Implement immigrant-specific outreach efforts to educate immigrants as to their rights and responsibilities regarding the payment and collection of support for their children.
- 10. Community Re-entry:** The LASD, in partnership with Health Services, Public Social Services and other departments, has several programs aimed at reducing homelessness, including the Community Re-Entry and Resource Center and Whole Person Care for individuals being released from the jail system. OIA should partner with these departments to continue expanding these programs in a manner that supports immigrant communities.

▪ **LEAD DEPARTMENTS/OFFICES:**

- OIA-DCBA
- Sheriff
- County of Los Angeles Homeless Initiative
- DCBA (Center for Financial Empowerment, Minimum Wage Program)
- Health Services Agency (Mental Health, Public Health, Health Services)
- Public Social Services
- Workforce Development, Aging and Community Services

▪ **SUPPORTING DEPARTMENTS/OFFICES:**

- Child Support Services
- IPAA Taskforce Members

- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.





## 3.0 - ECONOMIC ADVANCEMENT: SMALL BUSINESS DEVELOPMENT

A 2014 study conducted by the City of Los Angeles, the Los Angeles Area Chamber of Commerce, and the New American Economy, found that immigrants who reside in Los Angeles County account for 51.5% of Los Angeles County's small business owners, and these businesses generate \$7.2 billion in business income.<sup>18</sup> This translates to 41.7% of all self-employed income generated in Los Angeles County.

Small businesses are considered the backbone and lifeblood of our nation's communities. Consider:

- According to the Small Business Administration, more than half of Americans own or work for a small business creating about 2 out of 3 new jobs in the U.S. each year.
- According to the American Immigration Council, while immigrants comprise 13% of the country's total population and 16% of the labor force, they make up 18% of business owners overall and own 28% of "main street" businesses (defined as retail, accommodation and food services, and neighborhood services).<sup>19</sup>
- Immigrants are behind some of the most successful small business startups. Data from the Wall Street Journal show that immigrants have founded 51% of recent billion-dollar startups in the U.S.<sup>20</sup>

New Americans in Los Angeles Entrepreneurship

### ENTREPRENEURSHIP

#### COUNTY

**51.5%**

of Los Angeles County's self-employed individuals were immigrants in 2014.

Their businesses generated **\$7.2B**—or 41.7%—of all self-employed income in the county.

	Share of All Entrepreneurs	Income
<b>Hispanic Immigrant</b>	28.4%	<b>\$3.1B</b>
— Mexican Immigrant	18.4%	<b>\$2B</b>
— Central American Immigrant	8.3%	<b>\$911M</b>
<b>Asian Immigrant</b>	11.3%	<b>\$1.7B</b>
— Filipino Immigrant	1.4%	<b>\$217M</b>
— Chinese Immigrant	1.8%	<b>\$143M</b>
— Korean Immigrant	3.2%	<b>\$517M</b>
<b>Iranian Immigrant</b>	3%	<b>\$516M</b>

#### CITY

**53.6%**

of the City of Los Angeles' self-employed individuals were immigrants in 2014.

Their businesses generated **\$3.5B**—or 45.6%—of all self-employed income in the city.

	Share of All Entrepreneurs	Income
<b>Hispanic Immigrant</b>	30.5%	<b>\$1.5B</b>
— Mexican Immigrant	16.9%	<b>\$801M</b>
— Central American Immigrant	12%	<b>\$631M</b>
<b>Asian Immigrant</b>	7.8%	<b>\$560M</b>
— Filipino Immigrant	1.5%	<b>\$131M</b>
— Chinese Immigrant	0.4%	<b>\$15M</b>
— Korean Immigrant	3.3%	<b>\$260M</b>
<b>Iranian Immigrant</b>	3.7%	<b>\$322M</b>

<sup>18</sup> New American Economy, *New Americans in Los Angeles: A Snapshot of the Demographic and Economic Contributions of Immigrants in Los Angeles County and the City of Los Angeles*, 2017

<sup>19</sup> Paul McDaniel, *How Immigrant Entrepreneurs Move the U.S. Economy Forward*, May 2015

<sup>20</sup> Yoree Koh, *Wall Street Journal, Study: Immigrants Founded 51% of U.S. Billion-Dollar Startups*, May 2016

The County recognizes the vital need to support the more than 200,000 small businesses in the County that account for half of the region's 3.5 million jobs and are the foundation of the regional economy. One way the County is strengthening small businesses is by expanding their participation in contracting with the County for goods and services through the County's Small Business and Social Enterprise Utilization Plan (Utilization Plan)<sup>21</sup>.

On January 12, 2016, the LA County Board of Supervisors (Board) directed the Department of Consumer and Business Affairs (DCBA) to prepare a four-year action plan (Plan) to achieve countywide procurement goals of 25% for certified Local Small Business Enterprises (LSBEs) and 3% for Disabled Veteran Business Enterprises (DVBES) by 2020. This plan, formally adopted on July 12, 2016, also directed DCBA to develop a first of its kind Social Enterprise preference program. On May 24, 2016, DCBA submitted the four-year Utilization Plan to the Board, which identified \$3.9 Billion in annual County procurement activity for competitive bidding by LSBEs, DVBES and SEs. The Board adopted the plan in July 2016. , Major elements of the Plan include:

- Expanding the pool of certified businesses.
- Authorizing DCBA as the Certifying Department for the County.
- Raising the Bid Price Preference from 8% to 15%.
- Increasing the cap of the preference to \$150,000.
- Implementing comprehensive marketing, outreach and reporting measures.

Through the successful implementation of Plan, the County expects to promote the establishment of new businesses, stimulate growth in existing small businesses, and thus add to the economic stability of the region. As mentioned previously, immigrants who reside in the County account for 51.5% of the County's small business owners, generating \$7.2 billion in business income in just about every industry. Therefore, the County's Plan would benefit by developing and implementing strategies to encourage greater participation of immigrant-owned small business in County procurement. OIA should participate in the recommendations listed below to support the work the County is doing to create opportunities for immigrant-owned small business to contribute in advancing the County's goal.

## ■ RECOMMENDATIONS AND OPPORTUNITIES:

1. **Measure the level of immigrant-owned small businesses participation in County contracting:** Currently, the County is not legally allowed to track immigrant-owned small businesses in County contracting so there is no way to know their level of participation in County procurement. Collecting such data would enable the County to create and implement strategies to

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<sup>21</sup> County of Los Angeles, *Local Small Business Enterprise, Disabled Veteran Business Enterprise, and Social Enterprise Preference Programs Implementation Guidelines*, November 2016

encourage adequate immigrant-owned small business participation in County procurement. Therefore, the County should explore legislative and/or administrative ways to enable the County to collect these data.

2. **Assess opportunities to match County procurement needs and the capacity of immigrant-owned small businesses to participate in meeting those needs.** This can be done by surveying County departments about their procurement needs and working with local ethnic chambers of commerce and other business associations to learn about the type of goods and services their members provide.
3. **Develop and implement linguistically and culturally sensitive strategies to reach out to and encourage immigrant-owned small businesses to participate in County procurement.** This should be done in partnership with local research universities, ethnic chambers of commerce, business organizations, and others who have expertise in working with immigrant small business owners.
4. **Sidewalk Vending.**

Sidewalk vending is a prevalent industry and a means of earning a living for many immigrants in Los Angeles County. On September 17, 2018, California passed the **Safe Sidewalk Vending Act (SB 946)**, which largely decriminalizes sidewalk vending. SB 946 will impact County sidewalk vendors, brick-and-mortar businesses and community residents.

As a result, on

**November 7, 2018**, the Board of Supervisors directed the Department of Consumer and Business Affairs, in collaboration with its Office of Immigrant Affairs, County Counsel, Public Health, Public Works, Regional Planning, Sheriff, Treasurer and Tax Collector, Women and Girls Initiative, Workforce Development, Aging and Community Services, and other impacted County departments and agencies to, among other things, assess past County efforts relating to sidewalk vending, including policy and program proposals, and use them as a foundation to create comprehensive and integrated



Tamales on the street at Bonnie Brae & 6th Street in Los Angeles | Wonho Frank Lee

policies and codes for sidewalk vending. The Board requested a written report back with findings and recommendations by May 31, 2019.

**OIA should work closely with DCBA and the affected departments in supporting their efforts to respond to the Board's directives.**

- **LEAD DEPARTMENTS/OFFICES:**
  - DCBA-Small Business Services
  - OIA-DCBA
  - County Counsel
  - Public Health
  - Public Works
  - Regional Planning
  - Sheriff
  - Treasurer and Tax Collector
  - Women and Girls Initiative
  - Workforce Development, Aging and Community Services
- **SUPPORTING DEPARTMENTS/OFFICES:**
  - Internal Services
  - Chief Executive Office
  - IPAA Taskforce
- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



## 4.0 - OUTREACH AND EDUCATION: CULTURE SENSITIVITY, LANGUAGE-COMPETENCE

Los Angeles County is home to more immigrants than any other county in the nation. According to the most recent statistics of the U.S. Census Bureau, 34.5%<sup>22</sup> of the Los Angeles County (County) population was born in another country. And according to a recent study by Asian Americans Advancing Justice,<sup>23</sup> nearly one in three people in the County experience difficulty communicating in English to the extent that it impacts their ability to access services provided only in English. This same study reports that the two largest immigrant populations in County, Latino and Asian, are more likely than other residents to face language barriers, 48% and 43%, respectively.

The diversity of the County's immigration population creates a fundamental need for the County to reach out to them and serve them in a culturally sensitive and linguistically competent manner. And while the County does a remarkable job at reaching and informing County residents about available services, OIA should work with departments who serve immigrant residents to support existing or new strategies like the ones listed below to reinforce the County's effectiveness in serving immigrants and their families.

### ■ RECOMMENDATIONS AND OPPORTUNITIES:

#### 1. **Employ culturally sensitive and linguistically competent practices that are effective and produce results, including:**

- **Needs Assessment Surveys and Reports:** Partner with academic institutions to conduct surveys on immigrant needs, analyze data, publish results, and make recommendations.
- **Integrated Countywide Service Delivery:** Develop and adopt outreach and education policies that integrate and promote countywide services, not only department-specific. Include channels of communication and interaction for countywide outreach staff to foster collaboration in cross-promoting County services.
- **Know Your County Services Fairs:** Conduct two of them in each Supervisorial District to bring resources and services to immigrant communities. Survey the particular immigrant community and tailor services that meet their needs.
- **Victim Assistance Workshops:** Provide assistance workshops in a consistent manner for groups of victims affected by particular issues, such as immigration fraud, pyramid schemes, landlord-tenant disputes. Invite

<sup>22</sup> United States Census Bureau, *QuickFacts, Foreign Born Persons, 2012-2016, Los Angeles County, California, 2016*

<sup>23</sup> Asian Pacific American Legal Center, *L.A. Speaks Language Diversity and English Proficiency, 2017*



departments who serve the needs of the whole family, not only directly affected victims.

- **County Speakers Bureau:** Create a Speakers Bureau of County experts to participate in outreach events as needed. Encourage County outreach staff to first use County experts when engaging with immigrant clients and their communities.
  - **Educational Materials:** Develop and mass produce culturally sensitive and language appropriate educational materials that have a consistent County branding.
2. Promote and expand the OIA and LA County Library Path2Citizenship naturalization program (Website, workshops, outreach), support voter registration for eligible naturalized immigrants, and encourage civic engagement.
3. **Target and reach these audiences for greater effectiveness and impact:**
- Immigrants, their families, and their communities.
  - County departments that interact with immigrants and their families.
  - Businesses that serve immigrants.
  - Faith-based organizations that provide welcoming and safe spaces for immigrants and their families.
  - Licensing, regulatory, and law enforcement agencies where immigrants are likely to go for help.
  - Legal aid and non-profit organizations that serve immigrant communities.
  - Educational institutions where immigrants comprise a substantial percentage of the student body.
  - **Elderly immigrants:** Elderly immigrants in many communities find it difficult to learn about, and get access to, available services in their language. Also, many elderly immigrants are reluctant to seek services they need due to cultural barriers (i.e., mental health, transportation, accessibility). The County should expand its efforts to provide culturally sensitive and linguistically competent wrap-around services that are easily accessible to immigrant seniors.
  - **Arts and culture:** Involve the County Arts Commission, cultural institutions and nonprofit arts organizations to reach and serve immigrants, their families and their communities.
4. **Use the right delivery channels, including:**
- Educational and outreach events in impacted communities throughout the County to reach immigrant consumers from diverse ethnic, language, and socioeconomic backgrounds.

- Partnerships with **foreign consulates** to open part-time offices at their facilities to promote all County services to immigrant communities. Rotate trained staffing from interested departments to reduce costs on anyone department and expand capacity.
  - Paid advertisement; public service announcements; announcements on bus shelters, buses, movie theaters, and other venues that serve immigrant communities.
  - Pursue coverage in ethnic television, radio and newsprint publications through the creation and dissemination of effective messaging that highlights stories that affect the lives of immigrants, their families, and their communities.
  - Send direct mailers and printed educational materials to immigrants, businesses that cater to immigrants, community organizations that serve immigrants, and partners at community events.
  - Develop and promote web and social media content.
  - Expand mobile services that can bring County services to immigrant communities, not communities to the County.
- 
- **LEAD DEPARTMENT/OFFICE:**
    - OIA-DCBA
    - Countywide Communications
    - Registrar-Recorder/County Clerk
    - Workforce Development, Aging and Community Services
- 
- **SUPPORTING DEPARTMENTS/OFFICES:**
    - Arts Commission
    - IPAA Taskforce Members
- 
- **FISCAL IMPACT:** An implementation plan should be prepared to determine staffing and services costs and to identify funding sources for each adopted recommendation.



## **COUNTY OF LOS ANGELES BOARD OF SUPERVISORS**

**Hilda L. Solis**, First District  
**Mark Ridley-Thomas**, Second District  
**Sheila Kuehl**, Third District  
**Janice Hahn**, Fourth District  
**Kathryn Barger**, Fifth District

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### **IPAA TASKFORCE**

**Rigo Reyes**, Chair  
Executive Director, Office of Immigrant Affairs  
County of Los Angeles Department of Consumer and Business Affairs

### **Board of Supervisors Appointees:**

**Rigoberto Valdez, Jr.** – First District  
**Claudia Gutierrez** – Second District  
**Luis A. Perez** – Third District  
**Andrea Donado** – Fourth District  
**Brent A. Braun** – Fifth District

### **Los Angeles County Departments:**

Agricultural Commissioner/  
Weights & Measures  
Alternate Public Defender  
Arts Commission  
Assessor  
Chief Executive Officer  
Child Support Services  
Children & Family Services  
Consumer & Business Affairs  
District Attorney

Domestic Violence Council  
Education Office  
Health Services  
Inspector General  
Internal Services  
LA County Library  
Mental Health  
Military & Veterans Affairs  
Parks & Recreation  
Probation

Public Defender  
Public Health  
Public Social Services  
Regional Planning  
Registrar-Recorder/ County Clerk  
Sheriff  
Treasurer & Tax Collector  
Workforce Development, Aging &  
Community Services

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